

**Amendment to the Claims:**

The following listing of claims replaces all previous versions and listings of claims:

1. (Currently amended) A method for integrating service request generation systems with a service order control system, comprising:

converting data in a service request into an open data format resulting in a converted service request;

validating ~~said~~the converted service request utilizing user-defined business logic, ~~said~~the validating including:

performing accuracy checks of data fields and data within ~~said~~the converted service request; and

performing consistency checks of data and data fields within ~~said~~the converted service request;

resolving any errors and inconsistencies detected from ~~said~~the validating resulting in a validated service request;

generating a service order using ~~said~~the validated service request, ~~said~~the service order formatted to comply with formatting utilized by a service order control application; and

transmitting ~~said~~the service order to ~~said~~the service order control application;

wherein resolving any errors and inconsistencies includes:

converting the converted service request back to its original data format; and

transmitting the service request in its original data format back to a corresponding service request source.

2. (Currently amended) The method of claim 1, further comprising:

modifying ~~said~~the user-defined business logic to accommodate at least one of:

a new or modified service offered;

a new or modified product offered; and

a new or modified business requirement.

3. (Currently amended) The method of claim 1, wherein ~~said~~the performing accuracy checks of data fields and data include:

checking for missing data in ~~said~~the data fields;

checking for incomplete data in ~~said~~the data fields; and

checking for data format errors.

4. (Currently amended) The method of claim 1, wherein ~~said~~the performing consistency checks of data and data fields include:

checking a first data field within ~~said~~the converted service request against subsequent data fields within ~~said~~the converted service request, wherein ~~said~~the first data field holds data corresponding to data held in at least one of ~~said~~the subsequent data fields.

5. (Currently amended) The method of claim ~~[[3]]~~1, wherein ~~said~~the resolving errors and inconsistencies includes:

~~converting said converted service request back to its original data format;~~

~~transmitting said service request in its original data format back to a corresponding service request source; and~~

~~performing at least one of:~~

~~flagging ~~said~~the converted service request for correction; and~~

~~notifying ~~said~~the corresponding service request source of corrective action~~

~~to be taken.~~

6. (Currently amended) The method of claim ~~[[3]]~~ 1, wherein ~~said~~the resolving errors and inconsistencies includes querying an external source of information.

7. (Currently amended) The method of claim 6, wherein ~~said~~the external source of information includes at least one of:

a central office service resource storing available service offerings;

a customer facilities resource operable for validating customer facilities, ~~said~~the customer facilities resource including at least one of:

a loop maintenance operations system;

a trunk inventory records keeping system; and

a loop facilities assignment and control system;

an address guide operable for performing address validation, ~~said~~the address guide storing street address information;

a telephone number resource operable for storing telephone numbers that are available for reservation and assignment to customers; and

a customer service records resource operable for obtaining customer service record information.

8. (Currently amended) The method of claim 1, wherein ~~said~~the open data format includes eXtensible markup language.

9. (Currently amended) The method of claim 1, wherein ~~said~~the generating a service order includes:

querying a service scheduling resource to identify an available service date for performing a service requested in ~~said~~the validated service requested; and

including a selected service date in ~~said~~the service order.

10. (Currently amended) A storage medium encoded with machine-readable computer program code for integrating service request generation systems with a service order control system, ~~said~~the storage medium including instructions for causing a server to implement a method, comprising:

converting data in a service request into an open data format resulting in a converted service request;

validating ~~said~~the converted service request utilizing user-defined business logic, ~~said~~the validating including:

performing accuracy checks of data fields and data within ~~said~~the converted service request; and

performing consistency checks of data and data fields within ~~said~~the converted service request;

resolving any errors and inconsistencies detected from ~~said~~the validating resulting in a validated service request;

generating a service order using ~~said~~the validated service request, ~~said~~the service order formatted to comply with formatting utilized by a service order control application; and

transmitting ~~said~~the service order to ~~said~~the service order control application;

wherein resolving any errors and inconsistencies includes:

converting the converted service request back to its original data format; and

transmitting the service request in its original data format back to a corresponding service request source.

11. (Currently amended) A system for integrating service request generation systems with a service order control system, comprising:

a server executing a service order control application;

a data repository in communication with ~~said~~the server;

a service order generator executing on ~~said~~the server, ~~said~~the service order generator including:

a service request normalizer;

a rules engine comprising:

a field validation module; and

a customer/service validation module; and

a service order writer;

a link to at least one service request source;

wherein ~~said~~the service order generator performs:

converting data in a service request received from ~~said~~the at least one service order source into an open data format resulting in a converted service request;

validating ~~said~~the converted service request utilizing user-defined business logic, ~~said~~the validating including:

performing accuracy checks of data fields and data within ~~said~~the converted service request; and

performing consistency checks of data and data fields within ~~said~~the converted service request;

resolving any errors and inconsistencies detected from ~~said~~the validating resulting in a validated service request;

generating a service order using ~~said~~the validated service request, ~~said~~the service order formatted to comply with formatting utilized by a service order

control application; and

transmitting ~~said~~the service order to ~~said~~the service order control application;

wherein resolving any errors and inconsistencies includes:

converting the converted service request back to its original data format; and

transmitting the service request in its original data format back to a corresponding service request source.

12. (Currently amended) The system of claim 11, wherein ~~said~~the user-defined business logic is modified to accommodate at least one of:

a new or modified service offered;

a new or modified product offered; and

a new or modified business requirement.

13. (Currently amended) The system of claim 11, wherein ~~said~~the performing accuracy checks of data fields and data include:

checking for missing data in ~~said~~the data fields;

checking for incomplete data in ~~said~~the data fields; and

checking for data format errors.

14. (Currently amended) The system of claim 11, wherein ~~said~~the performing consistency checks of data and data fields include:

checking a first data field within ~~said~~the converted service request against subsequent data fields within ~~said~~the converted service request, wherein ~~said~~the first data field holds data corresponding to data held in at least one of ~~said~~the subsequent data fields.

15. (Currently amended) The system of claim ~~[[13]]~~ 11, wherein ~~said~~the resolving errors and inconsistencies includes:

~~converting said converted service request back to its original data format;~~

~~transmitting said service request in its original data format back to a corresponding service request source; and~~

~~performing at least one of:~~

~~flagging said~~the converted service request for correction; and

~~notifying said~~the corresponding service request source of corrective action

~~to be taken.~~

16. (Currently amended) The system of claim ~~[[13]]~~ 1, wherein ~~said~~the resolving errors and inconsistencies includes querying an external source of information.

17. (Currently amended) The system of claim 16, wherein ~~said~~the external source of information includes at least one of:

a central office service resource storing available service offerings;

a customer facilities resource operable for validating customer facilities, ~~said~~the customer facilities resource including at least one of:

a loop maintenance operations system;

a trunk inventory records keeping system; and

a loop facilities assignment and control system;

an address guide operable for performing address validation, ~~said~~the address guide storing street address information;

a telephone number resource operable for storing telephone numbers that are available for

reservation and assignment to customers; and

a customer service records resource operable for obtaining customer service record information.

18. (Currently amended) The system of claim 11, wherein ~~said~~the open data format includes eXtensible markup language.

19. (Currently amended) The system of claim 11, wherein ~~said~~the generating a service order includes:

querying a service scheduling resource to identify an available service date for performing a service requested in ~~said~~the validated service requested; and

including a selected service date in ~~said~~the service order.

20. (Currently amended) The system of claim 11, wherein ~~said~~the service requests are stored in a queue.